



2642
Atty. Docket No. 8009-1009

PATENTS
7/A
Sms
7/8/03

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of

Shinichi UKON

Confirmation No. 3288

Serial No. 09/690,727

GROUP 2642

Filed October 18, 2000

Examiner Bing Q. Bui

AUTOMATIC CALL DISTRIBUTION SYSTEM
AND METHOD

AMENDMENT

RECEIVED

JUL 02 2003

Technology Center 2600

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

Responsive to the Official Action of March 31, 2003,
please amend the above-identified application as follows:

IN THE ABSTRACT:

Replace the originally-filed Abstract of the Disclosure
with a new Abstract provided on an accompanying sheet.

IN THE CLAIMS:

Cancel claims 1-12.

Add the following new claims:

A'
--13. (new) A method of automatically distributing
calls from calling parties to agents in a telephonic service
provider facility, the method comprising the steps of:
providing a database that associates specific calling
parties with specific agents in the telephonic service provider
facility, the database including call identifiers of the specific